



Plug In Illinois®

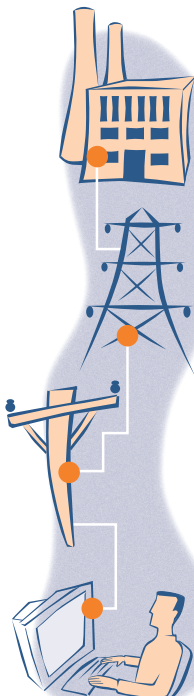
Power of Choice

Plug In To The Power Of Choice

Choices, competitive prices, and new services — that's what the Illinois Electric Service Customer Choice and Rate Relief Law offers customers. It restructures the state's electric utility industry.

How Power of Choice Works

There are three steps to getting electricity: **generation** (production of electricity), **transmission** (sending high voltage power to distribution points), and **distribution** (delivering it to your business or home). Unless you choose differently, your current utility company will continue to handle all three steps. Electric restructuring empowers customers to choose who supplies the generation portion — the current electric utility or another supplier. You may choose to change suppliers or remain with your current electric utility. Regardless of the generation supplier, your current electric company remains responsible for delivering the electricity and providing reliable delivery service.



Some Enlightening Changes

- You may see changes in your bill(s), including breakouts of charges
- Some electricity suppliers may also offer you other goods and services
- Suppliers will be subject to new and continued rules, regulations, and legal obligations
- Consumer protection laws and complaint procedures have been expanded*

When Choice Powers Up

The law provides for a phase-in of customer choice. Effective December 31, 2000, all non-residential customers are eligible to buy electricity from any certified provider or electric utility. Residential customers are eligible May 1, 2002.

Get The Connection

Take charge and make an informed decision. For a list of certified suppliers and to learn more about your rights, risks, and responsibilities, contact:



Illinois Commerce Commission
Consumer Services Division
527 E. Capitol Avenue
Springfield, IL 62701

www.icc.state.il.us/pluginillinois

(877) 758-4464 (toll-free)

(800) 858-9277 (TTY)

FAX: (217) 524-6859

*Consumers may file a complaint about an electric supplier with the Illinois Commerce Commission at (800) 524-0795 and/or the Attorney General at (800) 386-5438 in Chicago, (800) 243-0618 in Springfield, or (800) 243-0607 in Carbondale.

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